



Opportunity Profile

Loans Administrator - 2

Peace Hills Trust, Maskwacis Regional Office

October 13, 2023

Company

Peace Hills Trust is Canada's largest and oldest First Nations owned federally regulated financial institution, and is also Canada's only independent Trust Company. Employing over 100 people, Peace Hills Trust provides personal and business financial services through a network of 9 Regional Offices and electronic services.

Peace Hills Trust is wholly owned by the Samson Cree Nation of Maskwacis, Alberta. Its Corporate Office is located in Edmonton, Alberta.

The Opportunity

We are looking for high quality high level loans administration and administrative support role to the credit department and a high level customer service role that provides the first source of guidance in relation to company products and services for the customer.

The **Loans Administrator - 2 role is located in Maskwacis, Alberta.** The role is customer oriented and is responsible for providing administrative and organizational support tasks to the Regional Office. Routine tasks will include assisting in customer service administration as required and daily loans administration support. You will process a variety of routine loans administration tasks including administering Loan Files, Pre-authorized Payments, Property Taxes, Collateral Insurance, Credit Bureau Reports, Mortgage/Loan Bank Confirmations and Specific Provision Reconciliations including Registering and Discharging all Loan Security, all in accordance with company policy and procedures.

The role will provide an opportunity in improving your administrative support and communication skills; while gaining valuable insight to credit administration and financial customer service processes, including building relationships and ultimately establishing our reputation as a company that provides excellent customer support for our clients and a career with potential leading into future growth opportunities within in the company.

Responsibilities include:

- Provides a high level overall administrative and departmental support to Senior Credit Personnel
- Provides and maintains daily administration of commercial and First Nation loan files including all areas of ongoing follow up
- Ability to effectively maintain strong business relationships with Peace Hills Trust clients/customers while administering credit files
- Maintains and promotes the company products and services in providing outstanding relationship-focused customer care and service
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by following company guidelines and security regulations
- Respond to customer inquiries; managing incoming calls and customer service inquiries in a timely manner
- Develop and maintain a thorough working knowledge of all company products and services

- Handle customer issues/concerns, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Responsible and reliable; and is able to perform well as part of a team and contribute on an individual basis

The Ideal Candidate

To be successful in this role, you should be an excellent communicator who's able to learn our clients' trust and provides professional customer oriented service and is experienced in administrative skills.

A basic knowledge of retail banking products; including personal and business related bank account services and basic knowledge of registered products is preferred.

Be familiar with basic accounting and transaction processing systems is required and confident at troubleshooting and problem solving.

Qualifications and Requirements:

- Minimum one year loans administration experience with a financial institution or loans and credit experience an preferred
- Minimum three years banking experience with a financial institution is preferred
- Minimum three years customer service experience is preferred
- Must have knowledge in computer programs or familiar with Word and Excel
- Minimum 2 years cash handing skills and experience
- Strong phone or direct contact handling skills and active listening
- Experience in client support systems or banking systems experience a plus
- Familiar with financial industry a plus
- Strong organizational skills, excellent communication and presentation skills
- Ability to multi-task, prioritize, exercise judgment and management time effectively
- Customer orientation and ability to adapt/respond to different types of customer experience
- High School Diploma or General Equivalency Diploma is required

To be considered for this exciting opportunity, please forward your resume to or download your resume via link:

Human Resources
 Phone: 780.421.1606
 Email: human.resources@peacehills.com

We appreciate the interest of all applicants however only those selected for consideration will be contacted.

Closing Date: Until Position is Filled